Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

As the below named inventor(s), I/we declare that:

This declaration is directed to:

The attached application

Application No. , filed on

as amended on (if applicable);

I/we believe that I/we am/are the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought;

I/we have reviewed and understand the contents of the above-identified application, including the claims, as amended by any amendment specifically referred to above;

I/we acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me/us to be material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT International filing date of the continuation-in-part application.

All statements made herein of my/own knowledge are true, all statements made herein on information and belief are believed to be true, and further that these statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001, and may jeopardize the validity of the application or any patent issuing thereon.

FULL NAM	IE OF INVENTOR(S):
Inventor one's printed name: Julio J. Hernand	dez
Citizen of: US	Signature: Lib Henrichy 9-12-09
Inventor two's printed name: Tore Berg	7
Citizen of: US	Signature:
Inventor three's printed name: Vincent U. De	l'Anno
Citizen of: US	Signature:
Inventor four's printed name: Alyse S. Kornfe	ld
Citizen of: US	Signature:

Inventor five's printed name: Steven L. Lew		
Citizen of: US	Signature:	
Inventor six's printed name: Dawn E. Palmer		
Citizen of: US	Signature:	
Inventor seven's printed name: Kevin N. Quiring		
Citizen of: US	Signature:	
Inventor eight's printed name: David A. Shapiro		
Citizen of: US	Signature:	
Inventor nine's printed name: David Slaw		
Citizen of: US	Signature:	
Inventor ten's printed name: Sajid Usman		
Citizen of: US	Signature:	
Inventor eleven's printed name: Rodney B. Whitsett		
Citizen of: US	Signature:	
Inventor twelve's printed name: Robert E. Wollan		
Citizen of: US Signature:		

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**FULL NAME OF INVENTOR(S):** 

FOLL NAME OF INVENTOR(3).		
Inventor one's printed name: Julio J. Hernandez		
Citizen of: US	Signature:	
Inventor two's printed name: Tore Berg		
Citizen of: US	Signature: Tock	
Inventor three's printed name: Vincent U. Dell'Anno		
Citizen of: US	Signature:	
Inventor four's printed name: Alyse S. Kornfeld		
Citizen of: US	Signature:	

Inventor five's printed name: Steven L. Lew			
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Inventor nine's printed name: David Slaw			
Inventor nine's printed name: David Slaw			
Inventor nine's printed name: David Slaw Citizen of: US	Signature:		
	Signature:		
Citizen of: US	Signature:		
Citizen of: US Inventor ten's printed name: Sajid Usman	Signature:		
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US	Signature:		
Citizen of: US Inventor ten's printed name: Sajid Usman Citizen of: US Inventor eleven's printed name: Rodney B. Whitse	Signature:		

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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Inventor one's printed name: Julio J. Hernandez

Citizen of: US

Inventor two's printed name: Tore Berg

Citizen of: US

Signature:

Inventor three's printed name: Vincent U. Dell'Anno

Citizen of: US

Signature:

Inventor four's printed name: Alyse S. Kornfeld

Citizen of: US

Signature:

Inventor five's printed name: Steven L. Lew		
Citizen of: US	Signature:	
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Inventor nine's printed name: David Slaw		
Inventor nine's printed name: David Slaw		
Inventor nine's printed name: David Slaw  Citizen of: US	Signature:	
	Signature:	
Citizen of: US	Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman	Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US	Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US  Inventor eleven's printed name: Rodney B. Whitse	Signature:	

Title of Invention: WORKBENCH

ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A

As the below	named inventor(s), I/we	e declare that:		
This declaration is directed to:				
	The attached application  Application No. , filed on ,			
Ц	as amended on		ole);	
	that I/we am/are the ori	iginal and first in	ventor(s) of the subject matter which is claimed and	
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known to me applications,	lus to be material to pate material information wh	entability as defir	States Patent and Trademark Office all information ned in 37 CFR 1.56, including for continuation-in-partiable between the filing date of the prior application continuation-in-part application.	
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		FULL NAME OF	INVENTOR(S):	
Inventor o	ne's printed name: Julio	J. Hernandez		
Citizen of:	US		Signature:	
Inventor to	Inventor two's printed name: Tore Berg			
Citizen of:	US		Signature:	

additional form(s) attached hereto. Additional inventors or a legal representative are being named on 1 additional form(s) attached hereto.

Signature:

Signature:

alyse Kornfeld

Inventor three's printed name: Vincent U. Dell'Anno

Inventor four's printed name: Alyse S. Komfeld

Citizen of: US

Citizen of: US

Inventor five's printed name: Steven L. Lew			
Citizen of: US	Signature:		
Inventor six's printed name: Dawn E. Palmer			
Citizen of: US	Signature:		
Inventor seven's printed name: Kevin N. Quiring			
Citizen of: US	Signature:		
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Inventor nine's printed name: David Slaw			
Citizen of: US	Signature:		
Inventor ten's printed name: Sajid Usman			
Citizen of: US	Signature:		
Inventor eleven's printed name: Rodney B. Whitsett			
Citizen of: US	Signature:		
Inventor twelve's printed name: Robert E. Wollan			
Citizen of: US	Signature:		

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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Inventor one's printed name: Julio J. Hernandez		
Citizen of: US	Signature:	
Inventor two's printed name: Tore Berg		
Citizen of: US Signature:		
	1	
Inventor three's printed name: Vincent U. Dell'Ann	10	
Inventor three's printed name: Vincent U. Dell'Ann Citizen of: US	Signature:	
,	<u> </u>	

Inventor five's printed name: Steven L. Lew			
Citizen of: US	Signature: Stur Th		
Inventor six's printed name: Dawn E. Palmer			
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	Signature:		
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Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US	Signature:		
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US  Inventor eleven's printed name: Rodney B. Whitse	Signature:		

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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	as amended	•		, plicable);

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FULL NAME OF INVENTORIES.

TOLL WAIL OF	FINVENTOR(S).	
Inventor one's printed name: Julio J. Hernandez		
Citizen of: US Signature:		
Inventor two's printed name: Tore Berg		
Citizen of: US Signature:		
Inventor three's printed name: Vincent U. Dell'Anno		
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Inventor four's printed name: Alyse S. Kornfeld		
Citizen of: US	Signature:	

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Citizen of: US	Signature: Jaun E. Palmur				
Inventor seven's printed name: Kevin N. Quiring					
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Citizen of: US	Signature:				
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Citizen of: US	Signature:				
Inventor ten's printed name: Sajid Usman					
Citizen of: US	Signature:				
Inventor eleven's printed name: Rodney B. Whitse	ett				
Citizen of: US	Signature:				
Inventor twelve's printed name: Robert E. Wollan					
Citizen of: US	Signature:				

Title of Invention:

ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A

WORKBEN	Ж
	r named inventor(s), I/we declare that: tion is directed to:
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FILL NAME OF INVENTOR(S):

FULL NAME O	F INVENTUR(S):
Inventor one's printed name: Julio J. Hernandez	
Citizen of: US	Signature:
Inventor two's printed name: Tore Berg	
Citizen of: US	Signature:
Inventor three's printed name: Vincent U. Dell'An	no
Citizen of: US	Signature:
Inventor four's printed name: Alyse S. Komfeld	
Citizen of: US	Signature:

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Citizen of: US	Signature: Kein Jung				
Inventor eight's printed name: David A. Shapiro					
Citizen of: US	Signature:				
Inventor nine's printed name: David Slaw					
Citizen of: US	Signature:				
Inventor ten's printed name: Sajid Usman					
Citizen of: US	Signature:				
Inventor eleven's printed name: Rodney B. Whitse	ett				
Citizen of: US	Signature:				
Inventor twelve's printed name: Robert E. Wollan					
Citizen of: US	Signature:				

Title of Invention: WORKBENCH		ENHANCING	G INSIGHT-DF	RIVEN	CUSTOM	ER	INTERAC	TIONS	WITH	A	
Α	s the below	named in	ventor(s), I/we	e declare that:							
Τ	his declarati	on is dire	cted to:								
	$\boxtimes$	The attack	ched application	on							
		Applicati	on No.	, filed on ,							
		☐ as	amended on	(if applica	ble);						
	we believe to or which a pa			iginal and first in	ventor(	s) of the s	ubjed 	t matter w	hich is c	laimed	and
				the contents of cifically referred			: ed ap	plication, i	ncluding	the clai	ims,
k a	nown to me/ pplications,	us to be i material i	material to pat nformat on wh	se to the United entability as defi nich became ava I filing date of the	ined in a	37 CFR 1.5 between th	56, in e filir	cluding for	continua	ation-in-	part
a	nd belief an villful false s	e believed tatements	I to be true, a s and the like	own knowledge nd further that the are punishable y of the applicati	hese sto	atements v e or impris	vere	made with ent, or bot	the kno	wledge	that
				FULL NAME OF	F INVEI	NTOR(S):					
	Inventor on	e's printe		J. Hemandez	,						
	Citizen of:	US			Signa	ture:					
	Inventor tw	o's printe	d name. Tore	Berg						-	
	Citizen of: US Signature:										
	Inventor th	ree's prin	ted name: Vir	ncent U. Dell'Ann	10						
	Citizen of:	us			Signa	ture:					
	Inventor fo	ur's printe	ed name: Alys	se S. Kornfeld	-						
	Citizen of:	US			Signa	iture:					

Inventor five's printed name: Steven L. Lew					
Citizen of: US	Signature:				
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Citizen of: US	Signature:				
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Citizen of: US	Signature: Ship				
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Inventor eleven's printed name: Rodney B. Whitse	ett				
Citizen of: US	Signature:				
Inventor twelve's printed name: Robert E. Wollan					
Citizen of: US	Signature:				

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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Inventor one's printed name: Julio J. Hernandez

Citizen of: US

Inventor two's printed name: Tore Berg

Citizen of: US

Inventor three's printed name: Vincent U. Dell'Anno

Citizen of: US

Signature:

Inventor four's printed name: Alyse S. Kormfeld

Citizen of: US

Signature:

Inventor four's printed name: Alyse S. Kormfeld

Citizen of: US

Signature:

FULL NAME OF INVENTOR(S) (cont): Inventor five's printed name: Steven L. Lew Citizen of: US Signature: Inventor six's printed name: Dawn E. Palmer Citizen of: US Signature: Inventor seven's printed name: Kevin N. Quiring Citizen of: US Signature: Inventor eight's printed name: David A. Shapiro Citizen of: US Signature: Inventor nine's printed name: David Slaw Citizen of: US Signature: Inventor ten's printed name: Sajid Usman Citizen of: US Signature: Inventor eleven's printed name: Rodney B. Whitsett Citizen of: US Signature: Inventor twelve's printed name: Robert E. Wollan Citizen of: US Signature:

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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This declara	tion is	directed to:									
$\boxtimes$	The	attached applica	ation								
	Appl	lication No.	, filed	on	•				•		
		as amended o	n	(if appli	cable);						
I/we believe for which a p		/we am/are the o	original	and first	inventor(s	s) of the	subject	matter v	vhich is c	:laimed a	nd
I/we have re as amended	eviewe	d and understar ly amendment s	nd the copecification	contents of	of the aboved to above	ve-ident e;	ified app	lication,	including	the claim	ns,
known to me applications	e/us to , mate	the duty to disc be material to perial information or r PCT Internation	atental which t	oility as d became a	lefined in 3 available b	37 CFR etween	1.56, inc the filing	uding fo date of	r continua the prior	ation-in-p	ar
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			Et II I	NAME	OE INVEN	ITOD/S	۸.				

FULL NAME OF	INVENTOR(S):				
Inventor one's printed name: Julio J. Hernandez					
Citizen of: US Signature:					
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	Signature:				
Citizen of: US	Signature:				
Citizen of: US  Inventor ten's printed name: Sajid Usman	Signature:				
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US	Signature:				
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Title of Invention: WORKBENCH

ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A

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FULL NAME OF INVENTOR(S)

Citizen of: US Signature:					
Inventor two's printed name: Tore Berg					
Signature:					
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Signature:					
Signature:					

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Inventor ten's printed name: Sajid Usman	
Citizen of: US	Signature:
Inventor eleven's printed name: Rodney B. Whitse	ett
Citizen of: US	Signature: Podras & writers
Inventor twelve's printed name: Robert E. Wollan	0
Citizen of: US	Signature:

Title of Invention: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH A WORKBENCH

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**FULL NAME OF INVENTOR(S):** 

1000170	WE OF INVENTOR(S):	
Inventor one's printed name: Julio J. Hernar	ndez	
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<u> </u>	Signature:	
Citizen of: US	Signature: Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman	Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US	Signature:	
Citizen of: US  Inventor ten's printed name: Sajid Usman  Citizen of: US  Inventor eleven's printed name: Rodney B. Whitse	Signature:	